

WP2.4 HIGHWAY MANAGEMENT MAINTENANCE STANDARDS

Activity	Undertakings
Street lighting (excl electricity supply faults)	Aim for average outage of less than 1% (i.e. 99% operating as planned). Aim to rectify faults within 3 days for resident report, 5 days for scouted report.
Road Gullies	Corridors – Cleansing Once per annum under organised traffic management. Principle Highways – Cleansing Once per annum. Estate Roads – Cleansing 18 Months to 2 years. Response times for emergency or urgent gullies causing flooding problems – 4 hours (Dependent upon availability of resources and flooding priority).
Road Markings	Appropriate action is taken upon receipt of complaints or customer reports and as a result of inspections.
Signs (Illuminated & Non Illuminated)	Action taken on receipt of complaints/customer reports and as a result of scouting. No service standard for outages.
Carriageways	Highway Safety Inspections are undertaken of the adopted network, between monthly and annually, depending on the hierarchy of the road in question. Generally a defect is considered actionable if the difference in levels exceeds 40mm in a carriageway. The response time for an actionable defect (as detailed above) to be repaired is within 24hrs from the date of identification (* this is under review).
Traffic Sensitive Roads	Covered by the Yorkshire Common Permit Scheme. Works on these roads are assessed for potential conflict against other ongoing street works activity and/or special events to ensure that minimum disruption and minimum site/road occupancy is achieved.
Winter Service	Precautionary routes treated within 31/2 hrs of defined start of treatment time.
Street sweeping	Roads identified on schedules according to priority and frequency of sweeping determined accordingly. Standard currently under review.
Footway sweeping	Footways identified on schedules according to footfall and frequency of cleansing determined accordingly. Areas of high footfall generally visited weekly. Standard currently under review.
Verge cutting	General grass cutting carried out 5 times per annum.
Shelters - Offensive graffiti	Remove immediately upon notification (target 2 hrs).
Shelters - Cleaning	3 Monthly.
Shelters - Repairs	7 days of notification for non-urgent repairs. If reported before 10:00 then should be attended by end of working day, but not necessarily repaired. If reported after 10:00 then should be attended by end of next working day but not necessarily repaired.
Shelters - Glazing damage	By next working day (< 4 hours if notified before 3:30pm) – to remove glass and make safe
Shelters - Dangerous damage	4hrs during normal working hours.
Carousel information	Repairs - 48hrs of notification.
Timetable Information	Updating – Bus timetables that change will be available for customers 10 days prior to start date of service on travelsouthyorkshire.com , subject to 56 days notification of bus service registration or any revised notification agreed between the SYPTTE and operators. Printed timetables at bus stops will be available for customers on the date of commencement of the service change, subject to 56 days notification of bus service registration or any revised notification agreed between the SYPTTE and operators.